Amendment(s) to the Claim(s):

The listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1. (currently amended) An information processing device included in an information processing apparatus and outputting guidance information for an operation performed for the information processing apparatus by a user, the information processing device comprising:

history information storing means for storing operation history information unique to the user, the operation history information comprises at least the number of times and time information of which the user has performed each operation;

operation identification means for identifying the type of operation performed by the user;

guidance information storing means for storing at least ~~one piece of guidance information on the operation~~ simple guidance information and detailed guidance information which is more detailed than the simple guidance information for a single operation;

selection means for selecting appropriate guidance information from the guidance information storing means on the basis of the operation history information on the operation unique to the user; and

output means for outputting the selected guidance information,

wherein, when the number of times the user has performed the operation is smaller than a first threshold or when the number of times the user has performed the operation is larger than the first threshold but the time difference between the current time

information and the time information of the operation history is longer than a second

threshold, the selection means selects the detailed guidance information, and

wherein, when the number of times the user has performed the operation is

larger than the first threshold and the time difference of the operation is shorter than the

second threshold, the selection means selects the simple guidance information.

2. (original) An information processing device according to Claim 1, further comprising

determination means for determining the degree of the user's knowledge about the

operation on the basis of the operation history information on the user, wherein

the selection means selects appropriate guidance information from the guidance

information storing means on the basis of the results determined by the determination

means.

Claims 3-6 (canceled)

7. (currently amended) An information processing device included in an information

processing apparatus and outputting guidance information for troubleshooting of the

information processing apparatus used by a user, the information processing device

comprising:

history information storing means for storing trouble history information unique

to the user, the trouble history information comprises at least the number of times and time

information of which the user has experienced each kind of trouble during the use of the

information apparatus;

trouble identification means for identifying the type of trouble the user

experiences;

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guidance information storing means for storing at least ~~one piece of guidance~~

~~information on the trouble~~ simple guidance information and detailed guidance information

which is more detailed than the simple guidance information for troubleshooting for a single

kind of trouble;

selection means for selecting appropriate guidance information from the

guidance information storing means on the basis of the trouble history information on the

trouble unique to the user; and

output means for outputting the selected guidance information;

wherein, when the number of times the user has experienced the trouble is

smaller than a first threshold or when the number of times the user has experienced the

trouble is larger than the first threshold but the time difference between the current time

information and the time information of the operation history is longer than a second

threshold, the selection means selects the detailed guidance information, and

wherein, when the number of times the user has experienced the trouble is

larger than the first threshold and the time difference of the operation is shorter than the

second threshold, the selection means selects the simple guidance information.

8. (original) An information processing device according to Claim 7, further comprising

determination means for determining the degree of the user's knowledge about the

troubleshooting on the basis of the trouble history information on the user, wherein

the selection means selects appropriate guidance information from the guidance

information storing means on the basis of the results determined by the determination

means.

Claims 9-16 (canceled)

17. (currently amended) An information processing device according to Claims 1 to 16,
wherein the output means outputs the guidance information by voice.

18. (currently amended)   An information processing method for outputting guidance
information for an operation performed for an information processing apparatus by a user,
the information processing method comprising:

an operation identification step of identifying the type of operation performed by the
user;

a selection step of selecting appropriate guidance information from a guidance
information storing unit on the basis of operation history information on the operation unique
to the user, wherein the storing unit stores at least simple guidance information and detailed
guidance information which is more detailed than the simple guidance information for a
single operation , wherein the operation history information comprises at least the number of
times and time information of which the user has performed each operation; and

an output step of outputting the selected guidance information,

wherein, when the number of times the user has performed the operation is
smaller than a first threshold or when the number of times the user has performed the
operation is larger than the first threshold but the time difference between the current time
information and the time information of the operation history is longer than a second
threshold, the selection means selects the detailed guidance information, and

wherein, when the number of times the user has performed the operation is
larger than the first threshold and the time difference of the operation is shorter than the
second threshold, the selection means selects the simple guidance information.

19. (original) An information processing method according to Claim 18, further comprising a determination step of determining the degree of the user's knowledge about the operation on the basis of the operation history information on the user, wherein

in the selection step, appropriate guidance information is selected from the guidance information storing unit on the basis of the results determined by the determination step.

20. (original) An information processing method according to Claim 18, wherein the operation history information comprises at least one of the number of times each user has performed each operation and/or the frequency of each operation performed by each user.

21.(original) An information processing method according to Claim 19, wherein the operation history information comprises at least one of the number of times each user has performed each operation and/or the frequency of each operation performed by each user.

22.(original) An information processing method according to Claim 20, wherein the guidance information storing unit stores detailed guidance information and simple guidance information for a single operation,

wherein, in the selection step, the detailed guidance information is selected when the number of times the user has performed the operation is small or when the number of times the user has performed the operation is large but the frequency of the operation is low, and

wherein, in the selection step, the simple guidance information is selected when the number of times the user has performed the operation is large and the frequency of the operation is high.

23.(original) An information processing method according to claim 20, wherein, when the number of times the user has performed the operation is large and the frequency of the operation is high, no guidance information is selected by the selection step, and no guidance information is output by the output step.

24.(currently amended) An information processing method for outputting guidance information for troubleshooting of an information processing apparatus used by a user, the information processing method comprising:

a trouble identification step of identifying the type of trouble the user experiences;

a selection step of selecting appropriate guidance information from a guidance information storing unit on the basis of trouble history information on the trouble unique to the user, wherein the storing unit stores at least simple guidance information and detailed guidance information which is more detailed than the simple guidance information for troubleshooting for a single kind of trouble, wherein the trouble history information comprises at least the number of times and time information of which the user has experienced each kind of trouble during the use of the information apparatus; and

an output step of outputting the selected guidance information,

wherein, when the number of times the user has experienced the trouble is smaller than a first threshold or when the number of times the user has experienced the trouble is larger than the first threshold but the time difference between the current time information and the time information of the operation history is longer than a second threshold, the selection means selects the detailed guidance information, and

wherein, when the number of times the user has experienced the trouble is larger than the first threshold and the time difference of the operation is shorter than the second threshold, the selection means selects the simple guidance information.

25.(original) An information processing method according to Claim 24, further comprising a determination step of determining the degree of the user's knowledge about the troubleshooting on the basis of the trouble history information on the user, wherein

in the selection step, appropriate guidance information is selected from the guidance information storing unit on the basis of the results determined by the determination step.

26.(original) An information processing method according to Claim 24, wherein the trouble history information comprises at least one of the number of times each user has experienced each kind of trouble during the use of the information processing apparatus and/or the frequency of experience of each kind of trouble by each user.

27.(original) An information processing method according to Claim 25, wherein the trouble history information comprises at least one of the number of times each user has experienced each kind of trouble during the use of the information processing apparatus and/or the frequency of experience of each kind of trouble by each user.

28.(original) An information processing method according to Claim 26, wherein the guidance information storing unit stores detailed guidance information and simple guidance information for troubleshooting for a single kind of trouble,

wherein, in the selection step, the detailed guidance information is selected when the number of times the user has experienced the trouble is small or when the number of times the user has experienced the trouble is large but the frequency of the experience is low, and

wherein, in the selection step, the simple guidance information is selected when the number of times the user has experienced the trouble is large and the frequency of the experience is high.

29.(original) An information processing method according to Claim 26, wherein, when the number of times the user has experienced the trouble is large and the frequency of the experience is high, no guidance information is selected by the selection step, and no guidance information is output by the output step.

30.(currently amended) An information processing method for outputting guidance information for an operation performed for an information processing apparatus by a user or outputting guidance information for troubleshooting of the information processing apparatus used by the user, the information processing method comprising:

an identification step of identifying the type of operation performed by the user or identifying the type of trouble the user experiences;

a selection step of selecting appropriate guidance information from a guidance information storing unit on the basis of operation history information on the operation unique to the user or on the basis of trouble history information on the trouble unique to the user, the storing unit stores at least simple guidance information and detailed guidance information which is more detailed than the simple guidance information for troubleshooting for a single kind of trouble, and wherein the storing unit stores the operation history information, wherein the operation history information comprises at least the number of times and time information of which the user has performed each operation, and wherein the trouble history information comprises at least the number of times and time information

of which the user has experienced each kind of trouble during the use of the information

apparatus

; and

an output step of outputting the selected guidance information, wherein when

the selection is based:

on trouble history, so that when the number of times the user has experienced

the trouble is smaller than a first threshold or when the number of times the user has

experienced the trouble is larger than the first threshold but the time difference between the

current time information and the time information of the operation history is longer than a

second threshold, the selection means selects the detailed guidance information, wherein,

when the number of times the user has experienced the trouble is larger than the first

threshold and the time difference of the operation is shorter than the second threshold, the

selection means selects the simple guidance information; or

on operation history, so that when the number of times the user has performed

the operation is smaller than a first threshold or when the number of times the user has

performed the operation is larger than the first threshold but the time difference between the

current time information and the time information of the operation history is longer than a

second threshold, the selection means selects the detailed guidance information, and

wherein, when the number of times the user has performed the operation is larger than the

first threshold and the time difference of the operation is shorter than the second threshold,

the selection means selects the simple guidance information.

31.(original) An information processing method according to Claim 30, further comprising a

determination step of determining the degree of the user's knowledge about the operation

on the basis of the operation history information on the user or determining the degree of the

user's knowledge about the troubleshooting on the basis of the trouble history information on

the user, wherein

in the selection step, appropriate guidance information is selected from the guidance

information storing unit on the basis of the results determined by the determination step.

32.(original) An information processing method according to Claim 30, wherein the

guidance information for the troubleshooting is output in preference to the guidance

information for the operation.

33.(original) An information processing method according to Claim 31, wherein the guidance

information for the troubleshooting is output in preference to the guidance information for the

operation.

34.(original) An information processing method according to any one of Claims 18 to 33,

wherein, in the output step, the guidance information is output by voice.

35.(currently amended) A program, stored on a medium that can be read by a machine, for

causing a computer to output guidance information for an operation performed for an

information processing apparatus by a user, the program comprising:

an operation identification step of identifying the type of operation performed by the

user;

a selection step of selecting appropriate guidance information from a guidance

information storing unit on the basis of operation history information on the operation unique

to the user, wherein the storing unit stores at least simple guidance information and detailed

guidance information which is more detailed than the simple guidance information for a

single operation, wherein <u>the operation history information comprises at least the number of</u>

<u>times and time information of which the user has performed each operation</u>; and

an output step of outputting the selected guidance information,

<u>wherein, when the number of times the user has performed the operation is</u>

<u>smaller than a first threshold or when the number of times the user has performed the</u>

<u>operation is larger than the first threshold but the time difference between the current time</u>

<u>information and the time information of the operation history is longer than a second</u>

<u>threshold, the selection means selects the detailed guidance information, and</u>

<u>wherein, when the number of times the user has performed the operation is</u>

<u>larger than the first threshold and the time difference of the operation is shorter than the</u>

<u>second threshold, the selection means selects the simple guidance information.</u>

Claim 36 (cancelled)

37. (new) An information processing device according to Claim 1, wherein the selection

means selects the detailed guidance information when the number of times the user has

performed the operation is smaller than a first threshold or when the number of times the

user has performed the operation is larger than the first threshold but the time difference

between the current time information and the last time information of the operation history is

longer than a second threshold.

38. (new) An information processing device according to Claim 17, wherein the output

speed of the voice guidance is increased when the number of times the operation has been

performed is larger than the first threshold, and the output speed of the voice guidance is

reduced when the number of times the operation has been performed is smaller then the

second threshold.